

#### DEPARTMENT OF TRANSPORTATION

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

Department Head: ALFRED H. FOXX

Division Chief (Signal & Traffic Engineering): Frederick Marc Division Chief (Highway & Bridge Engineering) : Maryam Babaki

Division Chief (Maintenance): Anthony P. Wallnofer Division Chief (Conduits): Robert Powers

Division Chief (Safety): Michael E. Rice (Acting)

Date Appoint:



#### MBE/WBE EXPENDITURES

	CURRENTI	Y AVAILABLE	PERIOD (1	0/11/03 Throug	h 10/24/03)		YE	AR-TO-DATE		
EXPENDITURE TYPE	Expenditures	MBE	%	WBE	%	Expenditures	MBE	%	WBE	%
Architectural and Engineering	\$65,334	\$0	0.0%	\$0	0.0%	\$2,519,445	\$392,579	15.6%	\$56,755	2.3%
Construction	\$1,194	\$358	30.0%	\$84	7.0%	\$949,836	\$124,504	13.1%	\$12,260	1.3%
Direct Purchase Orders	\$65,503	\$0	0.0%	\$775	1.2%	\$735,976	\$5,705	0.8%	\$7,311	1.0%
Purchase Orders	\$0	\$0	#DIV/0!	\$0	#DIV/0!	\$0	\$0	#DIV/0!	\$0	#DIV/0!
Professional Services	\$0	\$0	#DIV/0!	\$0	#DIV/0!	\$0	\$0	#DIV/0!	\$0	#DIV/0!
Totals	\$132,031	\$358	0.3%	\$859	0.7%	\$4,205,257	\$522,788	12.4%	\$76,326	1.8%

#### PERSONNEL DATA

		2 -WE	EK PAY PER	IOD				ANNUAL		
	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	Average	Minimum	Maximum	Total	Periods
OVERTIME (HOURS)	6,453.5	13,142.0	6,164.8	4,824.2	-21.7%	7,590	4,824	13,142	60,718	8
Administration	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Engineering	521.1	993.5	523.5	258.2	-50.7%	473	130	994	3,781	8
Maintenance	4,766.5	10,801.6	4,411.9	3,227.4	-26.8%	5,907	3,227	10,802	47,252	8
Constr. Mgmt	249.0	238.5	342.5	399.1	16.5%	279	180	399	2,229	8
Safety	916.9	1,108.4	886.9	939.5	5.9%	932	573	1,295	7,456	8
UNSCHEDULED LEAVE	270.5	291.5	247.0	207.9	-15.8%	245	208	292	1,957	8
Administration	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Engineering	16.5	16.0	29.0	32.9	13.4%	24	15	33	189	8
Maintenance	199.0	222.5	167.5	125.0	-25.4%	180	125	223	1,437	8
Constr. Mgmt	2.0	1.0	2.0	1.0	-50.0%	2	1	4	16	8
Safety	53.0	52.0	48.5	49.0	1.0%	39	16	53	315	8
"A" TIME(MAN-DAYS)	99.0	111.5	95.0	62.5	-34.2%	95	63	112	762	8
Administration	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Engineering	0.0	2.0	2.0	0.0	-100.0%	1	-	2	5	8
Maintenance	76.0	94.5	78.0	49.0	-37.2%	79	49	95	631	8
Constr. Mgmt	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Safety	23.0	15.0	15.0	13.5	-10.0%	16	14	23	126	8
LIGHT DUTY (MANDAYS)	191.5	178.0	190.0	187.5	-1.3%	210	178	258	1,677	8
Administration	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Engineering	0.0	0.0	0.0	0.0	#DIV/0!	0	-	_	0	8
Maintenance	119.5	108.0	120.0	124.5	3.8%	136	108	178	1,086	8
Constr. Mgmt	0.0	0.0	0.0	0.0	#DIV/0!	0	-	-	0	8
Safety	72.0	70.0	70.0	63.0	-10.0%	74	63	80	591	8



### **CITISTAT**

#### **Employee Absentee Worksheet**

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

		REQUIRED		NON-			X-TIME								
		WORK-	PRE-APP	SCHED	SICK		(UNAP-	ACCIDENT			PERSONAL	COMP	FAMILY	Х-	
	<b>EMPLOYEES</b>	DAYS	SICK	SICK	BANK	SICK X	PROVED)	TIME	PERMISS.	VACATION	LEAVE	TIME	LEAVE	PERMISS	TOTAL
Administration	23	207.0	7.0	0.0	0.0	0.0	0.0	0.0	1.0	8.5	4.5	4.6	0.0	6.5	32.1
Engineering	137	1,225.0	6.0	27.0	0.0	5.9	0.0	0.0	12.5	62.0	12.5	8.0	6.0	2.5	142.4
Maintenance	634	5,706.0	113.5	59.5	18.0	43.0	17.0	49.0	48.5	358.5	56.0	133.5	2.0	56.0	954.5
Maint. Seasonal	35	315.0	0.0	0.0	0.0	2.5	3.0	0.0	0.0	0.0	0.0	0.0	0.0	18.5	24.0
Constr. Mgmt	83	747.0	6.5	1.0	0.0	0.0	0.0	0.0	13.0	43.0	6.0	1.5	0.0	1.0	72.0
Safety	511	4,599.0	109.5	25.0	26.5	15.0	5.5	13.5	10.5	73.0	34.5	21.0	10.0	24.0	368.0
Subs/Temps/PT	104	938.0	31.0	3.0	0.0	0.0	0.5	0.0	2.0	10.0	1.0	3.0	0.0	12.5	63.0
TOTALS	1,527	13,737.0	273.5	115.5	44.5	66.4	26.0	62.5	87.5	555.0	114.5	171.6	18.0	121.0	1,656.0

### REPORTING PERIOD: SEPTEMBER 27, 2003 THROUGH OCTOBER 10, 2003

		REQUIRED		NON-			X-TIME								
		WORK-	PRE-APP	SCHED	SICK		(UNAP-	ACCIDENT			PERSONAL	COMP	FAMILY	Х-	
	<b>EMPLOYEES</b>	DAYS	SICK	SICK	BANK	SICK X	PROVED)	TIME	PERMISS.	VACATION	LEAVE	TIME	LEAVE	PERMISS	TOTAL
Administration	24	240.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	1.3	3.3	14.5	1.5	34.9
Engineering	135	1,346.0	23.0	27.0	0.0	2.0	0.0	2.0	11.0	91.6	11.5	4.5	15.0	12.0	199.6
Maintenance	638	6,380.0	132.5	100.5	10.0	36.0	25.0	77.0	38.0	382.5	77.0	161.5	0.0	65.0	1,105.0
Maint. Seasonal	35	350.0	0.0	0.0	0.0	6.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	16.0	23.0
Constr. Mgmt	82	820.0	5.0	2.0	0.0	0.0	0.0	0.0	0.0	61.5	8.5	5.0	0.0	0.0	82.0
Safety	511	5,110.0	160.0	22.5	25.0	13.0	13.0	15.0	21.0	96.5	37.5	55.0	10.0	54.5	523.0
Subs/Temps/PT	105	1,046.0	10.5	0.0	0.0	0.0	0.0	0.0	1.0	2.0	0.0	0.5	0.0	41.0	55.0
TOTALS	1,530	15,292.0	331.0	152.0	35.0	57.0	38.0	95.0	71.0	648.4	135.8	229.8	39.5	190.0	2,022.5

#### CHANGES SINCE LAST PERIOD

	EMPLOYEES	REQUIRED WORK- DAYS	PRE-APP SICK	NON- SCHED SICK	SICK BANK	SICK X	X-TIME (UNAP- PROVED)	ACCIDENT TIME	PERMISS.	VACATION	PERSONAL LEAVE	COMP TIME	FAMILY LEAVE	X- PERMISS	TOTAL
Administration	(4.2%)	-13.8%		-	-	-	-	-		(40.6%)	246.2%	39.4%	(100.0%)	333.3%	(8.0%)
Engineering	1.5%	-9.0%	(73.9%)	-	-	195.0%	-	(100.0%)	13.6%	(32.3%)	8.7%	77.8%	(60.0%)	(79.2%)	(28.7%)
Maintenance	(0.6%)	-10.6%	(14.3%)	(40.8%)	80.0%	19.4%	(32.0%)	(36.4%)	27.6%	(6.3%)	(27.3%)	(17.3%)		(13.8%)	(13.6%)
Maint. Seasonal	-	-10.0%	-	-	-	(58.3%)		(100.0%)	-	-	-	-	-	15.6%	4.3%
Constr. Mgmt	1.2%	-8.9%	30.0%	(50.0%)	-	-	-	-		(30.1%)	(29.4%)	(70.0%)	-		(12.2%)
Safety	-	-10.0%	(31.6%)	11.1%	6.0%	15.4%	(57.7%)	(10.0%)	(50.0%)	(24.4%)	(8.0%)	(61.8%)	-	(56.0%)	(29.6%)
Subs/Temps	(1.0%)	-10.3%	195.2%		-	-		-	100.0%	400.0%		500.0%	-	(69.5%)	14.5%
TOTALS	(0.2%)	-10.2%	(17.4%)	(24.0%)	27.1%	16.5%	(31.6%)	(34.2%)	23.2%	(14.4%)	(15.7%)	(25.3%)	(54.4%)	(36.3%)	(18.1%)



### **CITISTAT**

### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

#### ATTENDANCE-RELATED DISCIPLINARY ACTIONS

		2 W	EEK REPORT	ING		YEAR	-TO-DATE TO	OTALS	
	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	FY2003	FY2004	% CHANGE	
VERBAL									
SUPERVISORS	1	1	0	0	#DIV/0!	15	3	-80.0%	
FRONT-LINE	11	8	5	7	40.0%	321	79	-75.4%	
WRITTEN									
SUPERVISORS	0	3	0	0	#DIV/0!	12	3	-75.0%	
FRONT-LINE	29	24	19	9	-52.6%	625	153	-75.5%	
SUSPENSIONS									
SUPERVISORS	0	0	0	0	#DIV/0!	0	0	#DIV/0!	
FRONT-LINE	4	3	5	0	-100.0%	91	28	-69.2%	

#### OTHER DISCIPLINARY ACTIONS

		2 W	EEK REPORT	ING		YEAR	-TO-DATE TO	TALS
	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	FY2003	FY2004	% CHANGE
VERBAL								
SUPERVISORS	0	0	1	0	-100.0%	4	1	-75.0%
FRONT-LINE	0	3	2	0	-100.0%	45	5	-88.9%
WRITTEN								
SUPERVISORS	0	0	2	0	-100.0%	11	2	-81.8%
FRONT-LINE	3	8	6	6	0.0%	233	74	-68.2%
SUSPENSIONS								
SUPERVISORS	0	0	0	0	#DIV/0!	8	0	-100.0%
FRONT-LINE	4	11	2	3	50.0%	95	39	-58.9%



#### **CITISTAT**

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

#### SAFETY DIVISION

		2	WEEK REPORT	TING				ANNUAL		
	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	Average	Minimum	Maximum	Total	Periods
TRAFFIC ENFORCEMENT										
Parking Citations (#)	362	349	616	504	-18.2%	520	349	652	4,161	8
Parking Citations (\$)	\$11,368	\$10,178	\$18,854	\$14,819	-21.4%	13,909	10,178	18,854	111,273	8
Traffic Citations (#)	54	50	333	493	48.0%	251	50	493	2,009	8
Traffic Citations (\$)	\$4,444	\$4,073	\$23,080	\$33,078	43.3%	18,396	4,073	33,078	147,168	8
PARKING ENFORCEMENT										
Parking Citations (#)	12,655	12,724	14,376	13,210	-8.1%	13,260	12,448	14,376	106,080	8
Parking Citations (\$)	\$464,670	\$465,689	\$505,388	\$458,619	-9.3%	415,838	337,667	505,388	3,326,704	8

#### TOWING

ı		2 WEEK DED	ODERIC PEDIO	Da						
•	8/30-9/12		ORTING PERIO 9/27-10/10	10/11-10/24	% CHANGE	<b>A</b>	Minimum	ANNUAL	Total	Periods
T -4 T4		9/13-9/26				Average		Maximum	31.380	Periods
Lot Inventory  Pulaski Highway	3,824 3,545	3,876	4,001	3,891	-2.7% -0.9%	3,923 3,559	3,715	4,112	- ,	8
8,	279	3,592 284	3,615 386	3,581 310	-0.9%	3,339	3,405 279	3,615 555	28,469	8
Wagner's Point									2,911	8
Vehicles Towed	2,109	1,948 103	2,189	2,063	-5.8%	2,063 117	1,948	2,189 170	16,502	8
City Crews	53			121	9.0% -6.5%	1.946	53		932	8 8
Private Crews	2,056	1,845	2,078	1,942	-6.5%	1,946	1,845	2,078	15,570	8
Auctions		5.11	450	(00	46.007		120	024	4.520	0
# of Vehicles Sold	566	541	472	689	46.0%	566	429	834	4,528	8
Vehicles Sold For \$5,000+	4	2	1	1	0.0%	2	0	4	12	8
Revenue	\$ 92,428	\$ 101,729	\$ 73,532	\$ 92,287	25.5%	\$85,163	\$68,075	\$115,671	\$681,305	- 8
Auction dates				10/15&22/2003						_
Abandoned Vehicle - Prior Backlog	135	158	147	90		135	90	158	1,083	8
Abandoned Vehicles - Abated	235	285	267	255	-4.5%	280	235	359	2,241	8
Towed from City Right-of-Way	126	132	120	146	21.7%	154	120	226	1,234	8
Towed from Private Property	31	38	39	32	-17.9%	44	31	57	354	8
Gone On Arrival	78	115	108	77	-28.7%	82	36	115	653	8
Abandoned Vehicle - Created	258	274	210	230	9.5%	273	210	372	2,180	8
Parking Enforcement Referral	209		172	184	7.0%	219	172	308	1,748	8
Private Owner Referral	11	22	12	19		16	9	26	125	8
HCD Referral	30		24	27		33	16	47	262	8
Sanitation Enforcement Referral	8	10	2	0	-100.0%	6	0	12	45	8
Abandoned Vehicle Current Backlog	158	147	90	65	-27.8%	128	65	158	1,022	8
Abandoned Vehicle Abate. Time										
City Right-of-Way	11.9	10.1	11.3	6.8	-0.4	9.8	6.8	12.5	78.3	8
Private Property	11.9	10.1	11.3	6.8	-0.4	9.8	6.8	12.5	78.3	8
# Claims Notification	7	13	12	11	-8.3%	14.1	5	30	113	8
Claim Processed	10	6	19	22	15.8%	15.9	6	25	127	8
# Amount Of All Packages	\$15,400.00	\$9,500.00	\$20,050.00	\$23,464.64	17.0%	\$22,732	\$9,500	\$46,550	\$181,855	8
# Settlements Processed	13	1	7	10	42.9%	11.5	1	17	92	8
\$ Amount - Aggregate Total	\$18,495.73	\$2,700.00	\$7,288.00	\$10,712.89	47.0%	\$15,062	\$2,700	\$32,775	\$120,495	8



## CITISTAT TRANSPORTATION MAINTENANCE PERFORMANCE

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

#### CREW PERFORMANCE

			9/27-10/10			10/11-10/24	
		#	# Abated			# Abated w/in	
Sector		Complaints	w/in 48 hrs	Abatement %	# Complaints	48 hrs	%
One		36	36	100%	47	47	100%
Two		31	31	100%	30	29	97%
Three		33	33	100%	32	32	100%
Four		15	15	100%	23	23	100%
	Totals	115	115	100%	132	131	99%

		9/27	-10/10			10/11-1	0/24	
			Pot Holes	Daily			Pot Holes	Daily
Sector	# of Crews	Crew Days	Filled	Average	# of Crews	Crew Days	Filled	Average
One	1	10	372	37	1	9	420	47
Two	2	20	428	21	2	18	502	28
Three	1	10	301	30	1	9	334	37
Four	1	10	420	42	1	8	312	39
Total	s 5	50	1,521	30	5	44	1,568	36

#### POTHOLE COMPLAINT ABATEMENT RATE

		Two Week R	eporting Period	ds				ANNUAL		
	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	Average	Minimum	Maximum	Total	Periods
Sector										
One	100%	100%	100%	100%	0.0%	100.0%	100.0%	100.0%	NA	8
Two	100%	100%	100%	97%	-3.0%	99.6%	97.0%	100.0%	NA	8
Three	100%	100%	100%	100%	0.0%	100.0%	100.0%	100.0%	NA	8
Four	100%	100%	100%	100%	0.0%	99.6%	97.0%	100.0%	NA	8
Totals	100%	100%	100%	99%	-1.0%	99.9%	99.0%	100.0%	NA	8

#### POTHOLES FILLED - DAILY AVERAGE

			Two Week R	eporting Perio	ds		ANNUAL							
		8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	% CHANGE	Average	Minimum	Maximum	Total	Periods			
Sector														
One		40	35	37	47	27.0%	39.3	34.0	47.0	NA	8			
Two		42	28	21	28	33.3%	30.4	21.0	44.0	NA	8			
Three		46	37	30	37	23.3%	36.9	25.0	46.0	NA	8			
Four		62	37	42	39	-7.1%	43.9	35.0	62.0	NA	8			
To	otals	190	137	130	151	16.2%	150.4	130.0	190.0	NA	8			

<sup>\*</sup> Data for this period is per man



#### **CITISTAT** PARKING ENFORCEMENT PERFORMANCE

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

			8/30-9/12			9/13-9/26			9/27-10/10			10/11-10/24		
			Days	Citations		Days	Citations	Daily	Days	Citations	Daily	Days	Citations	Daily
Supervisor Name	Employees (#)	Working	Worked	Issued	Daily Average	Worked	Issued	Average	Worked	Issued	Average	Worked	Issued	Average
Sgt. Hamilton - 6:30 - 2:30 NE	8	8	45.25	1,893	41.8	51	1,828	35.8	60.25	2,128	35.3	57.75	2,005	34.7
Sgt. Dulin - 6:30 - 2:30 NW	6	6	41.5	1,697	40.9	42.75	1,619	37.9	46.5	1,785	38.4	41.5	1,741	42.0
Sgt. Prince - 8:00 - 4:00 Downtown	8	5	37	1,517	41.0	36.5	1,460	40.0	47.25	1,793	37.9	58	2,030	35.0
Sgt. Cason - 9:30 - 5:30 SE	10	7	38	1,718	45.2	49	2,014	41.1	47.25	1,922	40.7	41	1,379	33.6
Sgt. Brown - 1:30 - 9:30 RPP	8	6	42	1,542	36.7	45.25	1,525	33.0	56	2,179	38.9	50.75	1,669	32.9
Sgt. Hollis - 3:00 - 11:00 Evening	8	8	46.75	1,591	34.0	52.75	1,728	28.8	60.75	2,137	35.2	52.75	1,869	35.4
Sgt. Crossett - 8:00 - 4:00 Aband/Scoff	12	10	47.75	295	6.2	53.5	263	9.4	51.5	333	6.5	52.5	393	7.5
Weekend Duty			51	2,402	47.1	52	2,287	44.0	43	2,099	48.8	42	2,124	50.6
Totals	60	50	349	12,655	36.2	383	12,724	33.2	413	14,376	34.9	396	13,210	33.3
Totals Excluding Aband/Scoff	48	40	302	12,360	41.0	329	12,461	37.8	361	14,043	38.9	344	12,817	37.3

<sup>\*</sup> Court Days = 4.5 Days \* 1/2 Days = 7.5 Days

\* 1/2 Days =

		Two We	eek Reporting	g Periods	ANNUAL						
Supervisor Name	8/30-9/12	9/13-9/26	9/27-10/10	10/11-10/24	Average	Minimum	Maximum	Total	Periods		
Sgt. Hamilton - 6:30 - 2:30 NE	41.8	35.8	35.3	34.7	-1.7%	37.6	34.7	41.8	300.5	8	
Sgt. Dulin - 6:30 - 2:30 NW	40.9	37.9	38.4	42.0	9.4%	35.9	30.3	42.0	287.5	8	
Sgt. Prince - 8:00 - 4:00 Downtown	41.0	40.0	37.9	35.0	-7.7%	38.2	35.0	41.0	305.6	8	
Sgt. Cason - 9:30 - 5:30 SE	45.2	41.1	40.7	33.6	-17.4%	39.5	33.6	45.2	315.9	8	
Sgt. Brown - 1:30 - 9:30 RPP	36.7	33.7	38.9	32.9	-15.4%	35.0	32.5	38.9	280.3	8	
Sgt. Hollis - 3:00 - 11:00 Evening	34.0	32.8	35.2	35.4	0.6%	33.1	29.8	35.4	265.0	8	
Sgt. Crossett - 8:00 - 4:00 Aband/Scoff	6.2	4.9	6.5	7.5	15.4%	6.7	4.9	9.5	53.4	8	
Weekend Duty	47.1	44.0	48.8	50.6	3.7%	45.5	39.0	50.6	363.8	8	

<sup>\*</sup> Court Days = 6.25 Days \* 1/2 Days = 4 Days

<sup>\*</sup> Court Days = 9.5 Days

<sup>\*</sup> Court Days =

<sup>\* 1/2</sup> Days = 10 Days

**Daily Citation Averages** 



# CITISTAT COURT EVALUATION - FAIL TO APPEAR (FTA)

#### REPORTING PERIOD: OCTOBER 11, 2003 THROUGH OCTOBER 24, 2003

	Court Date-Oct 14, 2003				Court Date-Oct 15, 2003				Court Date-Oct 17, 2003				
	# of Cases	# of FTA	# of FTA	# of Agents	# of Cases	# of FTA	# of FTA	# of Agents	# of Cases	# of FTA	# of FTA	# of Agents	
Supervisor Name		Cases	Agents	Disciplined		Cases	Agents	Disciplined		Cases	Agents	Disciplined	
Sgt. Hamilton - 6:30 - 2:30 NE	1								20				
Sgt. Dulin - 6:30 - 2:30 NW	12								10				
Sgt. Prince - 8:00 - 4:00 Downtown	13												
Sgt. Cason - 9:30 - 5:30 SE	5												
Sgt. Brown - 1:30 - 9:30 RPP	14								12				
Sgt. Hollis - 3:00 - 11:00 Evening	6												
Sgt. Crossett - 8:00 - 4:00 Aband/Scoff	1				1								
Totals	52	0	0	0	1	0	0	0	42	0	0	0	

FTA EXPLANATIONS Court Date-Oct 14, 2003 Court Date-Oct 15, 2003 Court Date-Oct 17, 2003

	Court Date-Oct 20, 2003								
Supervisor Name	# of Cases	# of FTA Cases	# of FTA Agents	# of Agents Disciplined					
Sgt. Hamilton - 6:30 - 2:30 NE	4								
Sgt. Dulin - 6:30 - 2:30 NW	16								
Sgt. Prince - 8:00 - 4:00 Downtown	27								
Sgt. Cason - 9:30 - 5:30 SE									
Sgt. Brown - 1:30 - 9:30 RPP									
Sgt. Hollis - 3:00 - 11:00 Evening	6	6	1						
Sgt. Crossett - 8:00 - 4:00 Aband/Scoff	8			·					
Totals	61	6	1	0					

FTA EXPLANATIONS

Court Date-Oct 20, 2003